

ITIL – A guide to Change Advisory Board (CAB) meetings

CAB meetings

The Change Manager will always act as the Chair of any CAB meetings either virtual or face to face.

CAB meetings should be called by the Change Manager at appropriate times to ensure the prompt and efficient handling of all changes. During high levels of change this could potentially be daily.

For complex, high risk or high impact changes, or when major projects are due to deliver products a formal CAB meeting would be necessary.

The meetings can then be used to provide a formal review and authorisation of changes, a review of outstanding changes, and, to discuss any impending major changes. Where face to face meetings are appropriate, they should have a standard agenda.

Relevant change information should be circulated in advance to allow CAB members to conduct impact and resource assessments prior to the CAB meeting.

The CAB called by the Change Manager should consist of attendees who are relevant to RFCs being considered. This also includes attendees for other groups and parts of the business outside IT. Authorisation at the CAB for each change must be given by appropriate representatives from all areas the change will affect.

The CAB representatives for a significant or major change are at a different level. It is the role of the Change Manager to ensure that those who are invited to participate in the CAB meeting are at the appropriate level in the organisation as key decision makers.

A standard CAB agenda

- A review of all failed changes
- A review of all backed out changes
- A list of RFCs to be assessed by CAB members
- A review of all implemented changes
- The change management process – including any amendments made to the process, as well as proposed changes to the process (as appropriate)
- Change management successes for the period under discussion, i.e. a review of the business benefits seen as a result of the change management process (as appropriate)

CAB considerations for each change (prior to authorisation)

- Risk/impact assessment (on the business)
- Effect upon the infrastructure and customer service, as defined in the SLA, and upon the capacity and performance, reliability and resilience, contingency plans, and security
- Impact on other services that run on the same infrastructure (or on software development projects)
- Resource assessment – the IT, business and other resources required to implement the change, covering the likely costs, the number and availability of people required, the elapsed time, and any new infrastructure elements required
- The impact on non-IT infrastructures within the organisation
- Effect/risk/impact of not implementing the change
- Other changes being implemented on the schedule of change
- Technical capability and technical approval
- Financial approval (if required)
- Third party/supplier involvement in the implementation of the change
- Business approval (if required)
- Review/assessment of the change priority

CAB comments/issues

All CAB comments on each change and any issues that have been discussed must be documented by the Change Manager within the CAB meeting minutes.

CAB recommendations/decisions

All CAB recommendations and decision that have been discussed must be documented by the Change Manager within the CAB meetings minutes.

CAB authorisation/approval

Once all aspect of the change have been considered (as per the CAB considerations for each change information above) the CAB will then give authorisation for the change to be progress for scheduling and into the change build stage of the process.

The CAB is an advisory body only. If the CAB cannot make a final decision on the authorisation of a change then the change escalation needs to be initiated by the Change Manager to ensure that authorisation is given (via escalation) at a higher level. The escalation of change authorisation is documented in the request for change – the Change Manager will detail to whom the change was escalated and the final decision that was made either authorised or rejected.

Once a change has been authorised, the status of the change at this stage of the change process will be: AUTHORISED.

Rejection of a change by the Change Advisory Board

If the CAB rejects the change, the Change Manager must document, in full, the reasons for the rejection and ensure that the decision is communicated to the Change Initiator.

The Status of the change at this stage of the change process will be: REJECTED BY THE CAB.